

Letters of Support from Users of OLIS Library Services

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CRANSTON PUBLIC LIBRARY

140 Sockanosset Cross Road
Cranston, Rhode Island 02920-5539

Telephone (401) 943-9080

FAX (401) 946-5079

John R. O'Leary
Mayor

Donald L. Soucy
Chair

Library Board of Trustees

David W. Macksam
Library Director

December 23, 2002

Office of Library & Information Services
Library Programs
Department of Administration
One Capitol Hill
Providence, Rhode Island 02903

Rhode Islanders are very fortunate to have access to one of the strongest networks of public libraries in the country.

In large measure libraries have been able to develop collections and services and share their resources statewide through the Cooperating Libraries Automated Network because of the Grant-in-Aid program administered by the Office of Library & Information Services.

Section 29-6-2 of the Rhode Island General Laws requires state funding for public libraries equal to 25% of each community's appropriation for services. It is important to note that to receive library aid no municipality can appropriate less for its library than it did in the preceding year. This provision of the law acts as a highly effective incentive to encourage municipal support for libraries even during difficult financial times.

In Cranston we have used out state aid to expand online access to health, business and consumer information databases, we have been able to conduct technology training for our staff, and we have built one of the most comprehensive collections of videos and other audio visual formats in the state.



The Office of Library & Information Services is an effective advocate for municipal support of library services and for statewide resource sharing among public, academic, school and special libraries. These efforts help ensure equal access to library service for all Rhode Islanders.

Cordially,



David W. Macksam

Director

Island Free Library

BLOCK ISLAND, RHODE ISLAND 02807

December 27, 2002

Karen Mellor, Library Program Specialist
Office of Library and Information Services
One Capitol Hill
Providence, RI 02908

Dear Karen:

A little more than a year has passed since the Island Free Library reopened in a renovated building with a new addition. The process of planning and funding the project was a good example of how the Office of Library and Information Services (OLIS) partners with local libraries. It required time, patience, and a substantial investment. The final result remains a source of immense community pride.

Local citizens have expressed their approval for the building project in various ways. "You've kept the same friendly and homey atmosphere." "I can't tell where the addition was attached." "I like having the Block Island Collection accessible." "The 'new' Library is our favorite Island meeting place." And to sum up the public's joy of the library space was a child's question to his parent at closing time, "Do we have to leave?"

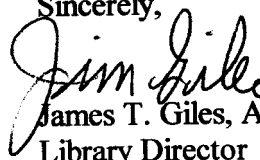
The openness of the Library floor plan promotes its ease of use. Spaces are clearly set aside for quiet reading, children's services, personal computer use, selecting new books and audiovisual works, reference, meetings, and other library services. Prior to the project, there was no meeting room space and the library's services competed with each other for the same space. Personal computers (PC's), for example, were everywhere and often intrusive to library users.

Now twelve PC's are located in an Adult Computer Area (7) and a Kids' Computer Room (5). Usage of the PC's has increased 133 per cent and the public's other uses of the Library have not been interrupted.

The Island Free Library Building Project would not have been possible without the Rhode Island's Public Library Construction Reimbursement Program, which OLIS administers. The State's Funding Agreement, \$797,995 plus interest for the Project, was essential to its inception and completion.

The Trustees, Library staff, and I will be forever grateful for the guidance that you and earlier on, Dorothy Frechette, gave us throughout the Project. You were always accessible to resolve questions that were raised about the process and the funding.

Sincerely,



James T. Giles, Administrative
Library Director

Cc Lonni Todd, Library Director
Kathryn Marcoux, Chair, Library Board of Trustees

CUMBERLAND PUBLIC LIBRARY

1464 Diamond Hill Road

Cumberland, Rhode Island 02864

Telephone (401) 333-2552 ext. 128

Fax (401) 334-0578

Email: celestdr@lori.state.ri.us

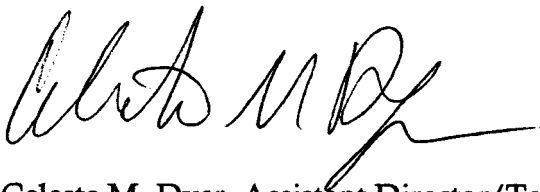
*Celeste M. Dyer
Assistant Director
Technology Coordinator*

Date: December 9, 2002

Dear Frank,

I would like to take this opportunity to express my appreciation for OLIS's professional library. The library collection and its librarian are wonderful resources for library professionals in Rhode Island. Over the course of my years at Cumberland I have requested information about creating library surveys and books on everything from preparing storytimes to teaching Internet classes to the elderly. Not only have I found valuable information in the items I have received from the OLIS library, but my patrons both young and old have benefited from better and more organized programs. I have also used the professional library to preview books that I am considering buying for Cumberland's collection. By having the item in hand I can determine whether it suits our needs and I can avoid inappropriate purchases. The OLIS library has benefited my patrons and myself by helping me to be more efficient and to keep up with current trends. Keep up the good work, since I plan to continue to use the service for long time.

Sincerely,



Celeste M. Dyer, Assistant Director/Technology Coordinator
Cumberland Public Library



East Smithfield Public Library

50 Esmond Street
Esmond, R.I. 02917
Phone: 231-5150
Fax: 231-2940
E-mail: esm@scq.clan.lib.ri.us
Home Page: <http://204.17.98.73/Esmlib/>

December 17, 2002

OLIS staff,

OLIS Contribution to the Public Good

OLIS' contribution to the public good is overwhelming pervasive and positive in the following areas:

- . Interlibrary loan – The interlibrary loan system ensures patrons **access to resources that their local library does not provide**. These resources do not generally meet the local library's mission, or, the local library does not have the financial resources or physical space to house these materials. Some examples would include research materials costing hundreds to thousands of dollars and rare, or esoteric items requested by only a few patrons.
2. Children's services – OLIS **provides support to local libraries for children's services** via the *Summer Reading Program* and continuing efforts to encourage children's librarians to meet and share their creative endeavors relating to children's services. Children are the key to the future and OLIS is actively involved in steering these children on a course that will guarantee them and the state a successful future.

Frank Floor Assistant Director

Frank Floor



C.H.I.L.D., Inc.

Lynda Dickinson, Executive Director
160 Draper Avenue, Warwick, R.I. 02889
(401) 732-5200



January 13, 2003

Dear Melody,

During the past three years, it has been my privilege to be involved in the Mother Goose Series offered by the Office of Library Services. Our Head Start Program has worked with two communities: Warwick and West Warwick. We have offered *Mother Goose Asks Why* in both communities twice, and I have trained all of the teachers (24) in our Agency in the *Mother Goose Meets Mother Nature* Program. (I also had a personally rewarding experience working with the children's librarians across the state on *Mother Goose Meets Mother Nature*!!)

I can't say enough about the impact these programs have had. The interest of the parents was so great, that we had other parents inquiring about when the next program would be offered. At the present time, I am working with Anne McLaughlin (West Warwick Public Library) and Susan LaPorte (Warwick Public Library) to present *Mother Goose Counts* in the late winter/early spring.

CHILD, Inc. certainly was fortunate to be able to have involved both parents and staff in these programs. It has definitely made a positive impact on our children and families. Not only do I see the influence and benefits in the classroom, but parents have taken a more active role in reading to their children. The parents are truly having FUN! (I feel the activity piece associated with each book has opened up a very non-threatening way of having parents introduce reading to their children!)

Our teaching staff also has the opportunity to make home visits with the families. One of the goals of each visit is to introduce at least one activity/book emphasizing the importance of literacy. The teacher models for the parents, while encouraging parent/child interaction. This has enabled many of the families who were not able to be directly involved in the Library Series to receive some of the information (books, activities, etc.)

The OLIS Library Programs have certainly made a difference! Keep up the good work...and I look forward to working with you in the future.

Sincerely,


Lynn C. Murphy M.Ed
Education Manager/ Trainer

"Children are the world's most valuable resource, best hope for the future. It is a real tragedy that in an era of vast technical progress and scientific advancement, millions of children should still suffer from lack of medical care, proper nutrition, adequate education, and be subjected to the handicaps and uncertainties of a low income, sub-standard environment." John Fitzgerald Kennedy

Marian J. Mohr Memorial Library

Johnston's public library

Board of Trustees
Joseph Monti, Chair
John Florio, Treasurer
Robin Notarianni, Secretary
Lori Fowler
Barbara Rao
Craig Watkinson

Jon Anderson, Acting Library Director
Carolyn Tarpey, Youth Services Librarian
Lee Teverow, Reference Librarian

13 January 2003

Dear Melody,

I wanted to thank you for the excellent support you and OLIS have provided for the residents of Johnston. Working with a small but active community would have been impossible without the programs and funding from OLIS. Through the Continuing Education programs, I have been able to keep abreast of vital issues related to serving children in public libraries, without having to return to school. I've also benefited immensely from participating in all the *Mother Goose* trainings and hope to find funding to continue to share my experience with our patrons. Our Youth Services Assistant has been able to attend the Young Adult Roundtable, a practical program that supplements her MLS classes.

I am confident in thanking you on behalf of our patrons who are the beneficiaries of so many services from OLIS. Our patrons are constantly amazed that they have access to *any public library* with their CLAN cards and also that we'll have it delivered to their library of choice instead of making them trek across the state. Several families involved in National History Day have commented on the delivery system as an integral part of their projects. One of the groups, who represented Rhode Island in Washington, D.C., told us "the library was invaluable" and they "would not have been able to start or finish their project without the collections and services your library provides".

Those not yet ready to read or research have also benefited greatly from the program subsidies from OLIS. Through the great promotions and talented performers that OLIS hires, we see more new faces every summer.

Simply put, I could not serve the numbers of patrons that I do without OLIS's help. I am grateful for your efforts.

Most sincerely,

Carolyn M Tarpey
Youth Services Librarian

One Memorial Ave. - Johnston, R.I. 02919
(401) 231-4980 Fax (401) 231-4984 TDD (401) 231-6709
web site: <http://204.17.98.73/johlib/>



195 PUTNAM PIKE • P.O. BOX 419 • HARMONY, RI 02829
TEL: (401) 949-2850 FAX: (401) 949-2868

January 7, 2003

TO: OLIS Library Programs:

The Office of Library and Information Services has become the great equalizer among Rhode Island libraries. Every library, no matter how small is able to provide a higher level of service to its patrons due to the programming and support given by OLIS. Our own library's Reference services have improved due to the training offered in the use of GALE databases to the support staff and a recent Reference Round Table program regarding access to state and government websites. Similarly, the Professional Collection at OLIS provides the best resources concerning every facet of library services. So many times, when considering a new service or collection, we will ILL items from OLIS that prove invaluable in our decision-making.


The Children's and Young Adult Services serve to keep librarians current with new events and concepts in their field. In a small library such as Harmony, the professional staff wears many different hats covering several areas at once. This makes it impossible to give each area the amount of time it deserves, however, with the tireless efforts of the Children's and Young Adult Coordinators at OLIS we never feel as though we are doing this on our own. The information from the SIGS is nearly the equivalent to having a staff of 60 or better at your disposal.

The statewide Summer Reading Program has consistently increased the number of young readers and their families at our library. Each year, the percentage of children who complete the reading requirements rises. None of this would be possible without the monetary and professional support from OLIS. Every library has the opportunity to have professional storytellers perform during the program. The average cost of these storytellers is approximately \$300.00. Without, the funds from OLIS, only the children in the bigger cities and towns would have access to these wonderful performers. Children also have to opportunity to visit area attractions through incentive awards funded by OLIS.

Finally, the Harmony Library is funded by the following sources: 72% provided by the town of Glocester, 16% by the state's Grant-In-Aid and 12% by grass roots efforts (fundraising, memorial funds, fines and copies and charitable donations). The 16% provided by the state is an important contribution to the library. We have been able to increase our professional staff in compliance with state standards with the inclusion of these funds.

The cohesive efforts provided by OLIS are valuable beyond measure. Funding for the CLAN Consortium gives libraries the power to offer a wide range of materials and services. Again, OLIS is the great equalizer, allowing each adult and child in this state the same opportunities for access to quality materials and services.

Sincerely Yours,


Joan Hackett, Director
Harmony Library

January 17, 2003. By e-mail from a retired librarian:

Dear Frank (Iacono – OLIS Reference Librarian)

Tried to send this directly to your e-mail address, but it doesnot take. Thus what I want to say comes via the public RILA-L.

I just wanted to tell you how much I appreciate your informational (messages.) You are doing a great job. For instance without your latest alert of (Bill) Moyer's upcoming program about libraries on "Now" I would probably have missed it.

Though retired, like to keep up with issues pertaining to libraries.

Thanks.
Rita Warnock

>>>01/25/03 10:09PM >>>

I WAS WONDERING HOW TO OBTAIN MY OWN CRIMINAL BACKGROUND IN RI FOR FREE USING THE WEB.CAN YOU HELP ME PLEASE IVE BEEN TRYING FOR DAYS.

THANKYOU

Contact the RI Attorney General's Office Bureau of Criminal Investigation for information about whether this is possible or not

<http://www.riag.state.ri.us/criminal/investig.html>

The Courts do have an online Adult Criminal Information Database that you can check at

http://courtconnect.courts.state.ri.us/pls/ri_adult/ck_public_qry_main.cp_main_idx

I'm not sure this will do the same thing though.

>>>01/27/03 3:23PM>>>

thank you for your speedy reply.you were very helpful.iwas able to obtain all the info i needed. thank you.

26 NORTH ROAD
JAMESTOWN, R. I.
02835-1438
TEL: 401/423/7280
FAX: 401/423/7281

January 31, 2003

Ann Parent
Office of Library and Information Service
R.I. Dept. of Administration
One Capitol Hill
Providence, Rhode Island 02908

Dear Ann,

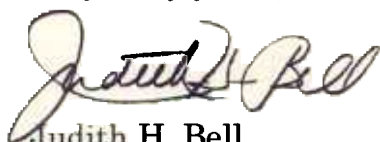
On the evening of Tuesday, January 28, 2003, Joe McGovern from your office came to the Jamestown Library with his equipment to video a talk given by Dr. William Simmons and Dr. Ella Sekatau on the archaeology of Conanicut Island. This was an historic moment for us, a program desired for its information today and for the enlightenment of generations to come.

While we have yet to see the product, Mr. McGovern did send an e-mail to say that it came out very well and we await the arrival of our copies.

I am writing to let you know how pleased and grateful we are that Mr. McGovern was available with his equipment and expertise so that this moment in time could be recorded in the professional manner it deserved and required.

Thank you for making this possible.

Very truly yours,



Judith H. Bell
Library Director



>>>1/24/03 12:18PM>>>

Beth,

Thank you so much for your quick response!! I have had a problem with my heat and hot water in my East Side apartment for the last month, and am trying to find out what I can do about it. So, your reply is very much appreciated!

Thanks again,
Jen

>From: "Beth Perry" <beth_perry@gw.doa.state.ri.us>

>To:

>Subject: re:tenant rights

>Date: Fri, 24 Jan 2003 09:40:23 -0500

>

>At the back of the Landlord-Tenant Handbook (2000)

><http://www.planning.state.ri.us/landlord/landlordtenant.pdf> is a list of

>agencies involved in housing issues that may be able to help you. You may

>also want to speak with a lawyer--there are 2 organizations listed near the

>end that may be able to help you with your issues. I have copied the

>sections for your convenience below.

>

>C. Agencies Involved With Housing Issues

>GOVERNMENT AGENCIES

>-- Providence Human Relations Commission (421-3708)

>151 Weybosset Street, Providence, RI 02903

>(housing information and referrals)

>-- R.I. Commission for Human Rights (222-2661)

>10 Abbott Park Place, Providence, RI 02903

>(housing discrimination: concerning families with

>children, for racial, ethnic, or religious reasons, age, or sex)

>-- R.I. Dept. for Children and Their Families (222-5212)

>Toll free abuse and neglect hot line: 1-800-RI CHILD

>610 Mt. Pleasant Avenue, Providence, RI 02908

>(emergency and long-term shelter for children: 8a.m. to 4 p.m. 222-3327

>other times (1-800-742-4453

>-- R.I. Dept. of Administration

>Statewide Planning Program (222-6183)

>One Capitol Hill, Providence, RI 02908-5873

>(housing data only)

>! Rhode Island Dept. of Elderly Affairs

>Housing Information for the elderly (222-2880, ext. 115)

>Legal Advice for the Elderly (222-2880, ext. 114)

>160 Pine Street, Providence, RI 02903 -3708

>-- R.I. Dept. of Human Services

>Housing Services (222-7392)

>206 Elmwood Avenue, Providence, RI 02907

>(housing assistance for clients and other low income people)

>NON-PROFIT AGENCIES (assistance for low income people)

- >Coalition for Consumer Justice (521-1534)
- >145 Waterman Street, Providence, RI 02906
- >(tenant Information)
- >-- Housing Hotline
- >10 B Collins Street (846-4896)
- >P.O. Box 3833, Newport, RI 02840
- >(housing information, problem solving, and advocacy asst.)
- >-- International Institute of Rhode Island (461-5940)
- >645 Elmwood Avenue, Providence, RI 02907
- >(housing guidance and counseling for immigrants)
- >Pawtucket Office: 13 Summer Street (722-5020)
- >(at Pawtucket Public Library - Mondays only)
- >-- John Hope Settlement House (421-6993)
- >7 Burgess Street, Providence, RI 02903
- >Project Basic: 467-2050
- >1043 Broad Street, Providence, RI 02903
- >(tenant advocacy, organization, direct aid, and information)
- >-- Joslin Community Development Corporation (421-8062)
- >231 Amherst Street, Providence, RI 02909
- >(housing information)
- >-- Travelers Aid Helpline (351-6500)
- >177 Union Street, Providence, RI 02903
- >(housing and emergency shelter assistance /referrals)
- >-- Urban League of R.I. (351-5000)
- >246 Prairie Avenue, Providence, RI 02905
- >(housing information and advocacy)
- >PROVIDENCE NEIGHBORHOOD SERVICE CENTERS
- >-- Elmwood Community Center (461-7940)
- >155 Niagara Street, Providence, RI 02907-1892
- >-- Silver Lake Community Center (944-8300)
- >529 Plainfield Street, Providence, RI 02909
- >Capiol City Community Centers
- >-- Smith Hill Center (455-3880)
- >110 Ruggles Street, Providence, RI 02908
- >-- West End Community Services Center (781-4242)
- >109 Bucklin Street, Providence, RI 02907
- >COMMUNITY ACTION AGENCIES
- >-- Blackstone Valley C.A.P., Inc, Housing Office (723-4520)
- >32 Goff Avenue, Pawtucket, RI 02860
- >-- Comprehensive C.A.P., Inc. (467-9610)
- >311 Doric Avenue, Cranston, RI 02910-5004
- >-- New Visions for Newport County (847-7821)
- >19 Broadway, Newport, RI 02840
- >-- Providence C.A.P., Inc. (273-2000)
- >518 Hartford Avenue, Providence, RI 02909
- >-- Self-Help C.A.P., Inc. (437-1000)
- >100 Bullocks Point Avenue, Riverside, RI 02915
- >-- South County C.A.P., Inc. (789-3016)
- >1080 Kingstown Road, Peace Dale, RI 02883
- >P.O. Box 3738, Peace Dale, RI 02883
- >-- Tri-Town Economic Opportunity Committee, Inc. (231-2755)
- >190 Putnam Avenue, Johnston, RI 02919



- >-- West Bay C.A.P., Inc. (732-4660)
- >205 Buttonwoods Avenue, Warwick, RI 02886
- >-- Woonsocket Shelter Community Action Program, Inc. (766-0844)
- >184 Sayles Street, Woonsocket, RI 02895
- >D. Lawyer Services
- >-- Rhode Island Legal Services (274-2652)
- >Main Office:
 - >* 56 Pine Street (4th floor), Providence, RI 02903
 - >(legal counsel/representations for poverty level individuals)
- >Branch Offices:
 - >* 50 Washington Sq., Newport, RI 02840 (846-2264)
 - >(legal counsel/representation for poverty level individuals)
- >-- Rhode Island Bar Association
- >115 Cedar Street, Providence, RI 02903
- >(lawyer referrals - 421-7799)
- >referrals for the elderly (521-5040)
- >(free 1/2 hr. consultation for people over 60 years old)
- >E. Local Housing Code Officials
- >To contact a local housing code or building code official about substandard
- >housing conditions
- >or structural problems call your town or city hall.
- >
- >F. Commercial Leasing/Other Estates
- >Since January 1, 1987, commercial rental laws have been listed separately
- >from residential.
- >These laws are subject to provisions under R.I. General Law, Chapters
- >34-18.1, 34-19, and 34-20
- >entitled, COMMERCIAL LEASING AND OTHER ESTATES. Seasonal or otherwise
- >temporary
- >residential housing is considered transient occupancy and, therefore, comes
- >under the provisions of the
- >aforementioned commercial chapters if subject to the state Sales and Use
- >Tax, or local lodgings tax as
- >allowed by state enabling legislation.

Kathleen Odean

11 Burr Avenue, Barrington, RI 02806

kathleenodean@cs.com

• 401-245-8075

December 8, 2002

Frank P. Iacono
OLIS Library
1 Capitol Hill
Providence, RI 02908

Dear Frank:

The OLIS Library's Professional Collection is one of the best resources in Rhode Island for librarians. I moved to Rhode Island in 1986 from the San Francisco area, where there was no similar professional collection outside of a university. I was delighted to find both a very useful collection and a knowledgeable librarian to facilitate using it. In the past 16 years in Rhode Island, I have worked as a public librarian and a school librarian, and turned often to the OLIS professional collection to enhance my work. In that time, I have also written four books that are guides to children's books, published by a major publisher. I found the OLIS resources helpful in researching the guides as well as in writing the articles I've had published in professional journals.

I am currently teaching a graduate course in young adult literature for URI. My students have found the OLIS library and librarian to be of great benefit while doing their research for the class, which helps train them as public and school librarians who serve teenagers.

Sincerely,



Kathleen Odean

Author, Great Books for Girls (rev ed 2002)

Great Books for Boys

Great Books about Things Kids Love

Great Books for Babies and Toddlers (forthcoming April 2003)

Contributing Editor, Book Magazine

Robert H. Champlin Memorial Library



Frances Farrell-Bergeron, Library Director

February 24, 2003

Anne T. Parent, Chief of Library Services
Office of Library and Information Services
RI Department of Administration
One Capitol Hill
Providence, RI 02908

Dear Anne,

How can I express the importance of OLIS's Supervisor of Media Services, Joseph P. McGovern, to the cable television program, "Library TV?" His role in this joint venture of the Rhode Island Library Association (RILA) and OLIS is so crucial that we simply could not produce the show without him.

Over the years our crew has mostly come from the staffs of libraries around the state, and we're so grateful for their dedication and the libraries' support. But Joe's technical ability, keen eye for the best camera shot, and countless hours of post-production work are what gives LTV its overall professional quality. Joe's participation is made possible by OLIS, for which we're extremely grateful.

RILA's Public Relations Committee has been producing and airing LTV since September 1993. Over the course of ten years we have produced over 80 shows and managed to throw a spotlight on a variety of libraries and library services and issues. Here is a brief list of some topics we've covered: The Role of the Public Library Trustee, Literacy, Summer Reading, CLAN, Rhode Island Historical Society Library, Medical Libraries in RI, Special Collections in the East Greenwich Public Library, Special Collections at Newport Public Library, Special Collections at Providence Public Library, Using the RI State Law Library, Discovering the Providence Athenaeum, The John Hay Library at Brown University, Small Libraries in RI, Library Buildings, Central Falls Public Library and its Civil War Connection, Public Libraries and the Internet, Johnson & Wales University Library, Talking to a Library Legend (featuring Peg Deignan), The Redwood Library, and quite a few programs featuring librarians talking about their favorite books.

WEST WARWICK PUBLIC LIBRARY

1043 Main Street
West Warwick, Rhode Island 02893
401-828-3750

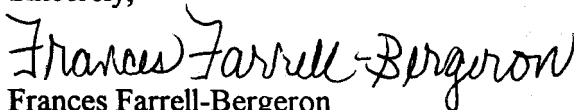
We know we have an audience. People who have been guests on the show report to us that they are frequently greeted in their libraries, on the street, in the supermarket, with the words: "Hey! I saw you on TV!" When we display a name or address or phone number for people to use in order to get more information, they contact us. And the most overwhelming response is to our book discussion shows. We usually offer to send a list of the books discussed to anyone interested; and we always get requests for the lists as well as some wonderful words about the show.

LTV is shown at least three times weekly on State Interconnect Channel A. We have been told that the technicians in charge of scheduling shows for times that are not already taken like to choose our shows because of their high production values—and Joe McGovern is responsible for that. We are fortunate to have him as our director and editor. He has spent countless hours on location, in the editing room and working with the character generator, making sure that people's names and titles can be seen at the appropriate times, shooting and choosing footage for cutaways and close-ups.

LTV has received three awards. In 1997 the New England Chapter of Women in Cable and Telecommunications honored us for Programming Hosted by a Woman; Cox Cable, as part of its PEG (Public/Educational/Government) awards, named LTV Best Education Program in 2000; in 2001, we received honorable mention in the same category.

Without Joe's expertise, we could never have even begun LTV, and would therefore not have been able to use this most important communication method to inform and entertain Rhode Islanders about their libraries. And the value of that is inestimable. We are grateful to OLIS for having assigned Joe to this vital public relations effort on behalf of Rhode Island's libraries.

Sincerely,

A handwritten signature in cursive script that reads "Frances Farrell-Bergeron".

Frances Farrell-Bergeron
RILA Public Relations Committee
Producer/Host LTV



**ASSOCIATION OF RHODE ISLAND
HEALTH SCIENCES
LIBRARIES**

February 6, 2003

Ms. Anne Parent
Chief of Library Services
Office of Library and Information Services
One Capitol Hill
Providence, Rhode Island 02908

Dear Anne,

The Association of Rhode Island Health Sciences Libraries (ARIHSL) would like to voice our appreciation for the support provided to us by the Office of Library and Information Services (OLIS).

While librarians are usually familiar with the services and resources of the libraries of their particular consortia or association (such as ARIHSL), they are not always aware of what is available to our clients in other libraries or information not directly related to health. A need by a client in a hospital library may actually be better served by another type of library. The services and information provided by OLIS enable the libraries throughout the state to work together more effectively and this cooperation results in a better understanding of the resources throughout the state. This knowledge assists the librarian to direct the client to the most appropriate source, whether it is the local public library, an academic library, or a more specialized library such as the hospital library.

Our clients also benefit from our access to the LORI interlibrary loan and delivery service that allows material to move around the state. A hospital library can easily request, on behalf of a client, material that is available in an academic library and have it delivered to the hospital library.

OLIS's provision of access via their website to databases enables us to do wider searches when tracking information for a client. The website also provides, in one central source, links to professional organizations so that librarians in any area can stay abreast of issues that may impact their library or their clients. These programs include the recent teleconference "Safeguarding our Patrons Privacy," as well as various continuing education programs which enable us to manage our libraries more efficiently.

Thanks to OLIS, we in ARIHSL are better able to provide those services which the citizens of Rhode Island need to stay informed. We look forward to a continued partnership with you.

Sincerely,

Patricia M. Padula, MLIS, President
ARIHSL

NORTH SCITUATE PUBLIC LIBRARY

*606 West Greenville Road
North Scituate, Rhode Island 02857
(401) 647-5133 Fax (401) 647-5680*

February 11, 2003

Ms. Anne Parent
Chief of Library Services
Office of Library and Information Services
Department of Administration
One Capitol Hill
Providence, RI 02908

Dear Ms. Parent:

The support which OLIS provides to libraries and librarians has been so solid and seamless over the years that one tends to take it all for granted. If it should disappear tomorrow, my patrons would sorely feel its loss.

A quick glance at our circulation statistics indicates that North Scituate Public Library loaned 85,502 items last year. Of these items, 6,362 arrived at the library through the statewide delivery system. That's 8% of our total circulation! As people discover that they can order materials through the system, usage has skyrocketed. Two years ago, the library received only 2,840 items through the delivery. The citizens of Scituate have certainly discovered this wonderful service and are enjoying its benefits.

It may seem a small thing, but many of our seniors are virtually homebound during the winter, and spend much of their time reading. They tend to read by author – and want every book that author ever wrote! Without the delivery system, we would not be able to fill their needs - and they do so look forward to the arrival of a fresh title.

Frank Iacono and the OLIS professional collection have proved invaluable to me and my staff. If I need information on any topic, I am sure to find something in the collection, and if further help is needed, Frank goes out of his way to find the information I want. He is the Librarian's Librarian. Although the general public may never know of this service, they receive the benefit in efficient, effective library service. For example, my Young Adult librarian, Priscilla Colwell, attends the Young Adult Round Table discussions moderated by Frank. He guides this group efficiently, facilitating discussion of collection development and programming ideas. These discussions translate directly into service to the teenagers in Scituate.

Services to children have always been extremely important here in Scituate. Our children's librarian, Brenda D'Aguanno, notes that the children's discussion group on the LORI web site has been a wonderful tool for children's librarians to tap one another for information, suggestions, insights, collection development questions, and program ideas.

NORTH SCITUATE PUBLIC LIBRARY

606 West Greenville Road
North Scituate, Rhode Island 02857
(401) 647-5133 Fax (401) 647-5680

Melody Allen is a great asset due to her wealth of knowledge of children's literature, library services to children, and purely practical information based on her many years' experience. Beyond all this, OLIS has proven very beneficial for children's services in Scituate by providing the library with storytellers, performers, and idea sharing workshops for Summer Reading. The children of Scituate benefit greatly from our Summer Program, and are eagerly waiting for this Summer's programs to begin!

The hand of OLIS is in every service the library provides, and indeed, in many that we do not. I have had the opportunity of referring many people to Andy Egan and Talking Books Plus. They have been so grateful for the caring, personal attention which they receive from Andy and his staff.

North Scituate is a small library, yet we can provide the services of a major library system by tapping into the resources provided by OLIS. My thanks to you all on behalf of my patrons in Scituate.

Sincerely,

A handwritten signature in blue ink, appearing to read 'L B McDonough', is written over a light yellow rectangular background.

Leslie B. McDonough
Director

Cooperating Libraries Automated Network

600 Sandy Lane, Warwick, RI 02886 Phone: (401) 738-2200 Fax: (401) 736-8949
Virginia Moses, Executive Director (gmoses@rclan.org)

February 14, 2003

Anne Parent
Chief of Library Services
Office of Library & Information Services
RI Department of Administration
Providence, RI 02903

Dear Anne,

It is with great pleasure that we write to express our appreciation of the efforts & the programs of your department that support erate programs for schools & libraries. We would like to especially thank Sheila Carlson, Network Services Librarian, who has made a significant contribution to assist librarians with the avalanche of paper work necessary to obtain these funds. For the public library consortium, CLAN, this represents a dollar amount of over \$85, 000 which is a sizeable portion of our total CLAN budget. Erate allows us to purchase more Internet bandwidth at a greater capacity. Through the efforts of Sheila & other staffers at OLIS we are able to access erate information on the LORI web site. That then provides a direct link to a valuable amount of information about erate including Excel spreadsheets that compile a variety of statistical data necessary to complete the applications. For example, a necessary requirement is each individual town's school lunch percentage of discount must be calculated annually to determine the reimbursement amount for public libraries. We not only benefit greatly from having these statistics provided but when the reviewers contact us we are able to direct them to the OLIS web site for verification. We clearly would not be so successful in obtaining these funds without this information. Librarians statewide are able to benefit from the workshops she has attended & then conducts with us. While erate is a most time consuming & labor intensive program, it is made clearer & simplified by OLIS & Sheila's efforts, which is not an easy task. We are appreciative of their efforts on behalf of all libraries in our state of Rhode Island.

Sincerely Yours,

Cynthia St. Amour, Head of Data Processing & CLAN
Peter E. Bennett, Network & Systems Administrator, CLAN



CONNIE LACHOWICZ
Director

South Kingstown Public Library

Peace Dale Library

1057 Kingstown Road

Peace Dale, Rhode Island 02879

401-789-1555 401-783-4085

Fax: 401-782-6370

Email: skpl@lori.state.ri.us

February 25, 2003

Anne T. Parent
Chief of Library Services
RI Office of Library and Information Services
One Capitol Hill
Providence, RI 02908

Dear Anne:

I want to take this opportunity to comment on how important the resources and services provided by various OLIS staff members are to the South Kingstown Public Library. My first experience with OLIS staff, although it was DSLS at that point in time, was the invaluable guidance I received in preparing and submitting three applications for construction reimbursement between 1990-1995. This complex process was made easier for me by the expert advice I received from the OLIS/DSLS staff. The end result was the renovation and expansion of the central library and the two branch libraries in South Kingstown.

More recently, I have had the capable assistance of Sheila Carlson in preparing the library system's annual application for e-rate funding. Sheila's extensive knowledge of the e-rate application process and the many regulatory changes that occur from year to year are the main reasons the library system's annual application has been approved for funding since 1998.

Another OLIS staff member, Karen Mellor, provided invaluable assistance by making the library system's website accessible to visually and handicapped patrons. I am also very appreciative of the support I have received from Ann Piascik in preparing the South Kingstown Public Library's annual report to OLIS. Ann's patience with my many questions is to be commended as well as her prompt response to what ever I ask.

Finally, I want to mention the role Joe McGovern played in our 2001 grant application to Save Outdoor Sculpture!, a project co-sponsored by Heritage Preservation and the Smithsonian American Art Museum. This grant would be used towards conservation treatment of *The Weaver*, an outdoor bronze bas-relief sculpture by Daniel Chester French. The sculpture is located on the grounds of the Peace Dale Library. The application called for several pre-conservation photographic images of the sculpture and Joe agreed to take the photographs. We did receive the grant and in my many conversations with SOS! staff they made reference to the quality of the photographs submitted with the application.. I believe Joe's photographs were a contributing factor when SOS! made the decision to award a grant to *The Weaver* Conservation Treatment Project.

Sincerely,

Connie Lachowicz
Library Director

BRANCHES:

Robert Beverly Hale Library • 2601 Commodore Perry Highway • Wakefield, Rhode Island 02879 • 401-783-5386
Kingston Free Library • 2605 Kingstown Road • Kingston, Rhode Island 02881 • 401-783-8254



CONNIE LACHOWICZ
Director

South Kingstown Public Library

Peace Dale Library

1057 Kingstown Road

Peace Dale, Rhode Island 02879

401-789-1555 401-783-4085

Fax: 401-782-6370

Email: skpl@lori.state.ri.us

February 26, 2003

Ms. Anne T. Parent
Chief of Library Services
Rhode Island Office of Library and Information Services
One Capitol Hill
Providence, RI 02908

Dear Ms. Parent:

I am writing to say how much we and our patrons depend on the services provided by the Office and Library of Information Services, and how well we feel those services are delivered by the staff at OLIS, with special reference to Kelley Lima of the Interlibrary Loan Clearinghouse.

We are most appreciative that OLIS offers the opportunity to borrow books through the nationwide OCLC database. This opens up libraries across the United States to our patrons. In 2002 we obtained 203 books from this system. In 2003 we have already requested 52, and we are only 6 weeks into the year.

Beneficiaries of this system at our library include students (from high school to Ph.D candidates), genealogists, job seekers, patients and health care professionals looking for specialized medical information, writers, and many others. Patrons come to this library because they know we will gladly try our best to acquire what they need. We receive over 90% of what we request and we are pleased to be able to participate in the long-standing tradition of interlibrary loan. We also send out books to libraries who request them from us.

The staff at OLIS have made using this system very easy for us. Kelley in particular is prompt and efficient and keeps things running very smoothly. Most of the mechanics of the system are electronic and paperless.

We are most appreciative of the efforts of OLIS to provide this service to public libraries around the state, and to Kelley in particular for keeping it running.

Sincerely,

Jessica B. Wilson
Interlibrary Loan Librarian

BRANCHES:

Robert Beverly Hale Library • 2601 Commodore Perry Highway • Wakefield, Rhode Island 02879 • 401-783-5386
Kingston Free Library • 2605 Kingstown Road • Kingston, Rhode Island 02881 • 401-783-8254

Johnson & Wales University Library
111 Dorrance Street
Providence, Rhode Island 02903
401-598-1053
hope.houston@jwu.edu

Governor Donald L. Carcieri
Office of the Governor
222 State House
Providence, RI 02903

March 5, 2003

Dear Governor Carcieri,

In response to the disturbing news about Governor Jeb Bush breaking up the Florida State Library, the drastic cuts proposed in the governor's biennial budget in Washington State, the sudden closure of three branches in Springfield, Massachusetts, and the proposed budget cuts in the New York City Library system, I feel it urgent to tell you how important the Office of Library and Information Services (OLIS) means to me as a professional and a citizen of Rhode Island.

I have been a librarian for twenty-six years, graduating from URI's Graduate School of Library and Information Services in 1976. I have been employed in numerous public, school and academic libraries throughout the state. In every one of my positions as librarian, I could not have done my job as well as I did if it were not for OLIS.

OLIS sets the standard by which all libraries should perform. These standards are not without a knowledge or unique understanding of Rhode Island in general and R.I. libraries in particular. Barbara Weaver and now Anne Parent, have provided leadership to the librarians in the public and school libraries in 39 cities and towns, the academic librarians in eleven institutions of higher education, and special librarians in the fields of medicine, business and law. They, along with the entire staff at OLIS, have provided local support and connectivity to the world beyond our library's walls.

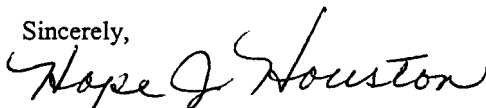
OLIS's support comes in the form of summer reading programs for Rhode Island's children and continuing education workshops for library staff; in providing funding for literacy projects for preschoolers and resource sharing initiatives to schools; in services for the disabled and the elderly and statewide interlibrary loan delivery service to libraries. But you know all this.

Are you also aware of the personal support given to the librarians of Rhode Island by the OLIS staff? Frank Iacono is the librarian's librarian, providing excellent reference service to those librarians who are new to the field and to veterans like me. Donna Longo DiMichele and her staff work tirelessly to bring many types of librarians together to plan ways to better serve all our residents. The OLIS webpage keeps us informed of everything from statewide happenings to the latest legislation that may have an impact on libraries. There are many more at OLIS who deserve our praise and support.

Rhode Islander's love their libraries. Please know that the service we have all come to expect from OLIS is not something we are willing to sacrifice. The new book delivered to the local library in a day or two for the voracious mystery reader, the story hour or reading program given each week to excited preschoolers, or the descriptive video for a visually impaired patron living alone could not happen if it were not for OLIS. While the residents of Rhode Island may not be aware that OLIS provides these services, you and I do.

Anne Parent just informed the library world that you are recommending a bottom line of 25% in state aid for public libraries for 2004. This is great news. Now it is time for the General Assembly to know that OLIS is a true Rhode Island treasure.

Sincerely,



Hope J. Houston
Head of Reference Services
Johnson & Wales University Library

From: "Jim Hanley" <jhanley@candjjewelry.com>
To: "Beth Perry" <beth_perry@gw.doa.state.ri.us>
Date: 4/16/03 1:53PM
Subject: RE: Legal Name Change

THANK YOU ! YOUR RESPONSE TIME IS AMAZING .J. Hanley

-----Original Message-----

From: Beth Perry [mailto:beth_perry@gw.doa.state.ri.us]
Sent: Wednesday, April 16, 2003 1:48 PM
To: jhanley@candjjewelry.com; govinfo@lori.state.ri.us
Subject: Re: Legal Name Change

The probate form is available at
<http://www.state.ri.us/Forms/probate/PC8.1.pdf>

You must fill it in and submit it to your city/town probate court

RI General Laws § 33-22-28 Name change. - In every petition for change of name in the probate court, the judge shall grant or deny the petition without consideration of presence or absence of spousal consent.

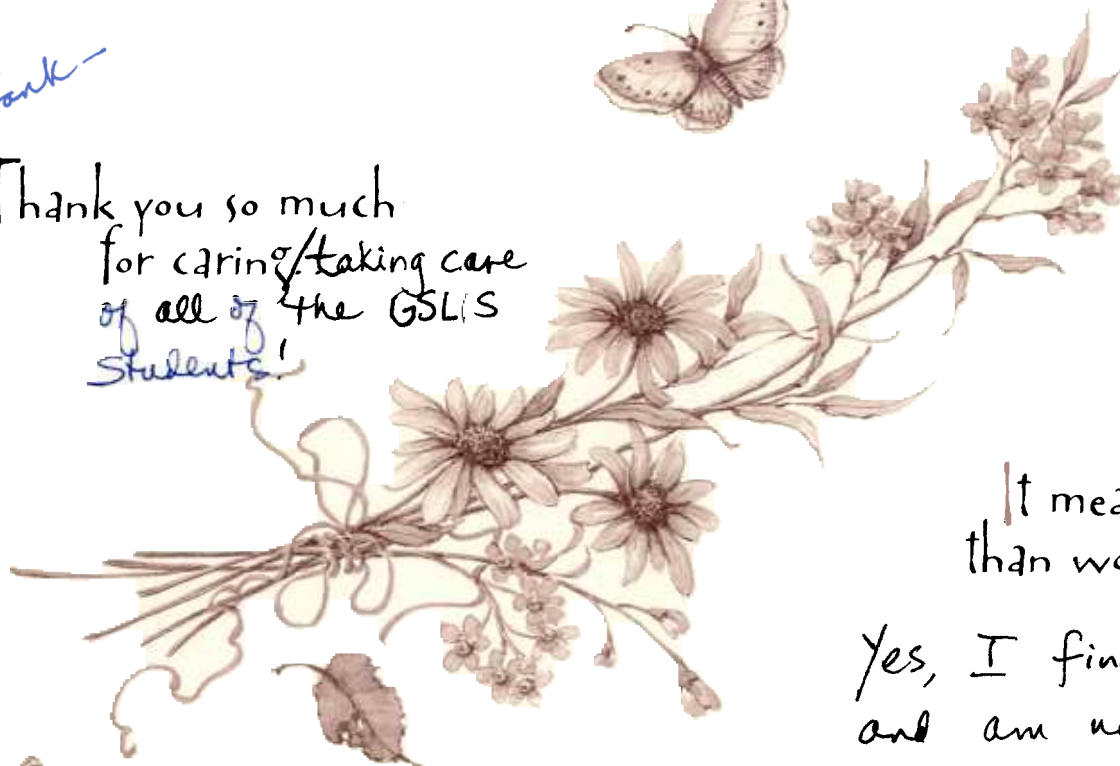
§ 33-22-29 Local rules of probate court. - The probate court of each city or town shall promulgate local administrative rules designed to facilitate the efficient discharge of the statutory duties of such court; provided, however, that no such local administrative rule shall expand, contract or otherwise vary any specific provision of title 33 or any other provision of the General Laws. Such local administrative rules shall include the following: the dates and times when the court is in session; procedures for docketing of cases at hearings of the court; the scheduling of special sessions; and deadlines for the submission of pleadings or other filings. Such local administrative rules shall be clearly posted in the office of the probate clerk and copies of such rules shall be available to any interested party from the probate clerk.

>>> "Jim Hanley" <jhanley@candjjewelry.com> 04/16/03 01:30PM >>>
Could you please tell me where, on your website, I can find procedure(s) and forms for legally changing one's name?

Thank You,
Jim Hanley

Dear Frank—

Thank you so much
for caring/taking care
of all of the GSLIS
Students!



It means more
than words can say.

Yes, I finally graduated
and am now a real librarian.

The high quality resources
at The OLS Library &

Your assistance were definitely
variables in my ability to
complete my program

Many thanks.

Rosanne!



**Rhode Island Library Information
Network for Kids**

c/o East Bay Educational Collaborative
17 Market Street, Warren, RI 02885
(401) 245-4998, ext. 304
email: rilink@ride.ri.net

July 25, 2003

Thomas B. Collins, Chief Information Officer
State of Rhode Island
Department of Administration
One Capitol Hill
Providence, RI 02908

Dear Mr. Collins:

Welcome to Rhode Island ! Also, I want to thank you for the support of the folks at the Office of Library and Information Services (OLIS), who helped our network of school libraries have its best year ever !

Through OLIS and its LORI delivery system, the students and teachers at our member schools got the materials they needed for research projects and curriculum units by borrowing them from other schools, public libraries, and university libraries. The OLIS/LORI delivery system made this all possible - without it, we would have no way of sending the materials back and forth between schools. The number of books and other materials flying through the delivery system to our members during this last school year increased by 25%.

The services provided to us through OLIS also include a "genius factor". OLIS uses federal funds to subscribe to online full text magazines and online databases that are available to staff members at any library that is a member of the statewide library network. This lets our school librarians look like geniuses when they can email a student or teacher that impossible-to-find, I-need-it-tomorrow magazine article. These online subscription resources also help us to find the best web resources to support curriculum needs. Using one online index, you can find, for example, a web site on Colonial America, designed with fourth graders in mind. It even includes images of original documents, maps and portraits from that era. Use of these FirstSearch databases is made possible through OLIS' membership in the New England Library Network (NELINET).

As a Cranston resident, you might like to know also that both Cranston high schools, East and West, are members of our resource-sharing network, getting the help and support of OLIS staff that, in turn, lets them better serve their students and teachers. In addition to

delivery services, we get online forms to expedite borrowing materials from public and university libraries, books and magazines to borrow from the professional library at OLIS, as well as opportunities to share our expertise with other librarians working with children and young adults.

It's great to know that such professional and patient support is only an email or a phone call away at OLIS.

Thanks again for a great year!



Dorothy Prechette,
Executive Director, RILINK

Cc: Anne Parent, Chief of Library Services, Office of Library and Information Services

PROVIDENCE COLLEGE



PHILLIPS MEMORIAL LIBRARY
OFFICE OF THE DIRECTOR

5 August 2003

Ms. Anne Parent
Office of Library & Information Services
Library Programs
Dept. of Administration
1 Capitol Hill
Providence, RI 02903

Dear Anne,

I write to offer some support from an academic institution for the work that you and your OLIS colleagues perform.

Since arriving at PC three years ago, I have been impressed with the spirit of willing cooperation emanating from OLIS and from the library community in Rhode Island. Having spent eight years in the Midwest, I can attest to the fact that cooperation results in more services and resources for more people – and, it's the people we serve that deserve the very best we can provide.

I have been particularly impressed by two of OLIS' efforts. First, you and other OLIS staff have gone out of your way to keep the academic and research library community informed of program opportunities and happenings at the state, regional and national levels. By 'sharing' you have indicated a willingness to listen as well, and we in academe appreciate being in the know and part of the bigger picture. Second, your inclusion of academic and other librarians in developing long-range state plans for library services has been much appreciated. Many of us have experiences in multi-type library settings and feel we have something to offer – you have made it clear that OLIS seeks to listen to many voices, and I suspect the quality of the state plan is related to these efforts.

As one often sees on Carnegie buildings, the "library is the people's university." Government exists to make the lives of its citizens better and to provide

opportunities for people to improve their personal conditions. The American tradition is well-supported by having libraries at its core – knowledge and the record of past success (and failure) are available to every citizen in our libraries. OLIS has an important part to play in state library services, and I commend you and your colleagues for making every effort to involve the entire Rhode Island library community.

I'll conclude with a wonderful expression by John Milton: "A good book is the precious life-blood of a master spirit." It doesn't take much to see how this quote relates to what we do as librarians, helping to keep hope alive and to provide all our citizens with the opportunity to develop that *master spirit*!

Keep up the good work!!

Sincerely,

A handwritten signature in cursive script that reads "Harvey".

Dr. Harvey Varnet



BROWN UNIVERSITY LIBRARY

Providence, Rhode Island 02912

*Office of the
University Librarian
401-863-2162*

August 6, 2003

Ms. Anne Parent
Office of Library & Information Services
Library Programs
Dept. of Administration
1 Capitol Hill
Providence, RI 02903

Dear Anne:

An increasing number of states have come to recognize that their citizens are best served by true multi-type library cooperation, that is, a system that enables any individual to get the book, article or information s/he needs from any participating institution in the state, without regard to where s/he makes his library "home." Multi-type cooperation recognizes that each participating library has unique resources to bring to the table, in terms of staff as well as collections. It values collaboration to solve common problems, as opposed to institutional self-interest, redundant planning, and the local "not invented here" syndrome. One of the defining characteristics of multi-type cooperation is a focus on user needs and customer satisfaction; while it remains critical that each library be funded to meet the core needs of its own users, multi-type cooperation acknowledges that libraries must freely share their resources if *all* our users are to be well served.

Despite its critical role as a support agency for public libraries, OLIS Library Services has been the strongest voice in Rhode Island for multi-type cooperation and the state's primary agency for articulating the contribution that libraries make to education, to democracy, and to economic development. OLIS/LS enables effective resource-sharing through its support of the statewide delivery service and, perhaps more importantly, by involving all types and sizes of libraries in planning and in developing a vision for the best library services in Rhode Island. While there are a number of organizations that enable discussion and cooperation amongst libraries of a particular type, OLIS/LS is the one agency in Rhode Island that incorporates the voices of all types of libraries in its planning and that reminds us that we are stronger together than separate.

The Brown University Library's mission statement states that, "in support of the University's educational and research mission, (the Library) is the local repository for and the principal gateway to current information and the scholarly record. As such, it is simultaneously

collection, connection, and classroom, primarily for the current and future students and faculty of the University, while also serving other colleagues in the University community and our regional, national, and global communities of learning and scholarship.”

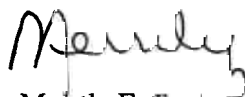
An important facet of the Brown Library mission is our role as *connection* between our users and the world of information outside the University’s walls. Despite the fact that Brown holds more than 3.1 million volumes, subscribes to more than 16,500 serials (including over 5,000 electronic journals), and licenses more than 200 databases, we have long recognized that we are unable to meet the wide range of our users’ needs without access to the collections and expertise of other libraries, large and small, public and private, academic and non-academic. In facilitating these critical relationships, OLIS/LS is and should be a crucial player and resource.

I have been University Librarian at Brown for more than 21 years and have been grateful throughout that time for the interest OLIS/LS has demonstrated in the issues of importance to academic libraries, and to our users. The leadership demonstrated by OLIS/LS, and by its predecessor, the Department of State Library Services, made Rhode Island an early model for multi-type cooperation. It is unfortunate that the funding exigencies of recent years, along with a number of other factors, made it impossible for OLIS to build on that early lead and create a statewide virtual catalog/direct borrowing capacity for Rhode Island. Certainly this project did not stall for want of effort on the part of OLIS!

OLIS/LS contributes to our work in a number of additional ways, from providing an excellent library for professional reference and support, to serving as the home for an exceptional Talking Books program (from which I benefited personally when I was the caregiver for my visually impaired father). OLIS staff members are professionally capable, visionary, and committed to providing the best service to Rhode Island libraries and, more critically, to those we serve. As a librarian, however, I think that OLIS/LS’ most critical role is to demonstrate our state’s commitment to the unique role of libraries as cultural institutions. Libraries, whether public, academic or school-based, make a contribution to our community that is not replicated by schools, museums, theatres, community centers or any other organization. Like the Brown Library, each library is a *collection* of resources, a *connection* to other institutions and amongst library users, and a *classroom* that for generations has functioned as “the people’s university.” Libraries are, moreover, the reflection of our community’s special character and history. Brown’s former president, Vartan Gregorian, called them “the memory of mankind.” Of all our state institutions, OLIS/LS is the agency that reminds our public officials, as well as us, why libraries are important.

I wish you, your staff and OLIS Library Services a long and productive life! All best wishes,

Sincerely,

A handwritten signature in dark ink, appearing to read "Merrily", with a stylized flourish at the end.

Merrily E. Taylor

Joukowsky Family University Librarian